

## How to connect with Wyoming Relay

To place a call through Wyoming Relay Service, simply dial 7-1-1. Or call one of the toll-free numbers below:

TTY/ASCII: 1-800-877-9965  
VOICE: 1-800-877-9975  
VOICE CARRY OVER (VCO): 1-877-877-1474  
SPEECH-TO-SPEECH: 1-877-787-0503  
CAPTEL®: To reach a CapTel® user,  
dial 1-877-243-2823  
SPANISH-TO-SPANISH: 1-800-829-2783  
(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente de Wyoming Relay para obtener más información sobre la repetición telefónica en español:

CAPTEL®: Para ponerse en contacto con un usuario de CapTel, marque el 1-866-217-3362 Español  
ESPAÑOL A ESPAÑOL: 1-800-829-2783 Voz/TTY  
(incluye Español a Español y la traducción del inglés al Español)  
FAX: 1-608-827-0402 Español  
CORREO ELECTRÓNICO: [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)  
DEPARTAMENTO DE SERVICIO AL CLIENTE: 1-866-744-7471 Español

If you have suggestions, questions or concerns, contact:

Wyoming Relay  
Customer Service  
P.O. Box 285  
Aurora, NE 68818  
VOICE/TTY: 1-888-694-4450  
FAX: 1-402-694-5110  
E-MAIL: [wyrelay@hamiltonrelay.com](mailto:wyrelay@hamiltonrelay.com)

Wyoming Relay is powered by Hamilton Relay of Aurora, Nebraska—a national leader in providing high quality relay services for people who are Deaf, Hard of Hearing or Speech Disabled. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants.

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## TTY (Text Telephone)



## TTY (Text Telephone)

Accessing relay with a TTY is a useful way for people who are Deaf, Hard of Hearing or Speech Disabled to place telephone calls.

TTYs (text telephones) are most often used by people who are Deaf, Hard of Hearing or Speech Disabled and who do not use their speaking voice to communicate over the telephone. The TTY keyboard is used to convey the TTY user's part of the conversation—and those words are voiced by the Communication Assistant (CA). For Deaf or Hard of Hearing relay users, the TTY screen display is used to read what the other party has said. Having a hearing loss or speech disability is no longer a barrier to independent use of the telephone.

Required Equipment You will need a text telephone, sometimes referred to as a TTY or TDD. Your telephone line may connect directly to the TTY.

**Deaf, Hard of Hearing or Speech Disabled Person** uses specialized equipment to conduct telephone conversations, reading or listening to what the other party is saying and then typing responses.

**Communication Assistant (CA)** facilitates the conversation by voicing the text typed by the TTY user and typing the voice caller's responses to the Deaf or Hard of Hearing TTY user.

**Family, Friends and Businesses** use a standard telephone to communicate freely.



Connecting you with important people in your life.

Wyoming Relay is a 24-hour service that allows people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled to communicate with each other via the telephone. Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.



# Dedicated TTY Number: 1-800-877-9965 or 7-1-1



## Customer Profile

A Customer Profile allows you to customize your relay calls. There are a number of benefits to creating a Customer Profile, including faster call processing, speed dialing, customized call greeting, appropriate typing speed, use of abbreviations, selection of long distance carrier and others.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/wy.htm>  
or contact Wyoming Relay Customer Service:  
**1-888-694-4450** v/tty.

## How to Make a Call Using a TTY

1. Using your TTY, dial 7-1-1 or the toll-free number for Wyoming Relay: **1-800-877-9965**.
2. The Communication Assistant (CA) will answer by identifying the relay and providing his/her CA number and then will type "NUMBER PLS GA."
3. If you have established a Customer Profile, the CA will automatically follow any special options or instructions in your profile. If you do not have a profile, request special options such as Voice Carry Over (VCO) or Hearing Carry Over (HCO) at this time.
4. Provide the area code and telephone number you wish to call—as well as any additional instructions—by typing them on the TTY.
5. "GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

6. When you have completed your side of the conversation, type "GA to SK" and the CA will close your call. "SK" means "stop keying; the conversation is over."

## 911 Emergency Calls

When making emergency calls, dial 9-1-1 directly without using relay.

## Answering Machines and Voice Mail

- If you know you will reach an answering machine, give the CA the message to be left before the CA dials.
- If you know you will reach a switchboard, it is helpful to provide the CA with any information needed to connect you with the right person before the CA dials. (Example: extension number or department name.)
- If you are calling a number with a voice mail system—or calling to retrieve your own voice mail—and you know the numbers required to navigate the touch-tone system, provide these numbers to the CA before the CA dials. (Example: CA dial XXX-XXX-XXXX. Then dial 4,5,9.) Sharing this information will allow for a smooth calling experience.

## Garbling

Garbling on a TTY can be triggered by a number of factors, including:

- Call waiting, if it is a feature on the phone line connected to the TTY
- Loud noises in the background
- Construction on the phone lines
- Low power on the TTY

- Weather
- Cracked phone couplers
- Static on the telephone line
- Improper TTY settings
- TTY shifting between letters and numbers
- Poor connection for a variety of reasons, such as if the standard user is on a cell phone and is not near a tower

Some TTYs with Auto ID send voice messages stating that "this is a TTY." This feature can garble your printed text and should be turned off prior to calling the relay.

Here are some suggestions should you experience garbling on your TTY:

- Hit a letter key a few times to reset your TTY
- Change your TTY setting to Baudot
- Check for possible noises (dog barking, stereo, fan, air conditioner, TV, etc.)
- Check to ensure the telephone handset fits snugly in the TTY coupler
- As a last resort, hang up and redial

If garbling continues, contact your local telephone company and ask for a technician to check your lines for possible issues. If you continue to experience issues, please contact Wyoming Relay Customer Service at **1-888-694-4450**.

## Tips for TTY Users

- When you call the relay, wait until you see "GA" before beginning to type. Prior to that point, the CA will not have access to what you type.
- Give the CA as much information as possible at the beginning of the call, including the area code and number to dial—and any special instructions.

- You can request that the CA not identify or explain the relay to the standard telephone user.
- If you need to give the CA instructions during the call, use parentheses. For example: (CA please redial) or (CA sound upset).
- Use common TTY abbreviations to save time. There is no need to use punctuation marks.
- If you receive garbling on a call, try typing "AAA111." This should reset your TTY and will likely clear the garbling.
- You may request a male or female CA.
- You may use a personalized greeting which may minimize hang-ups.
- When typing a complex word or name that you would like the CA to spell out, use spaces between each letter. The CA will then voice each letter individually. (Example: "Beauregard...B e a u r e g a r d.")
- Backspacing to correct typing errors sometimes causes misunderstandings. Instead of backspacing to correct a typed error, type "XXX" and continue on—starting with the corrected information.
- Please wait until you see "PERSON HUNG UP GA" before you give the CA the next number to dial. Make sure to include the area code, especially if it is different from the area code for the previous call.
- If you have any questions or comments about your call, the CA will refer you to Customer Service. In doing so, the CA is remaining in the CA role. Customer Service is more than happy to discuss any questions or comments you may have.



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SPEECH-TO-SPEECH: 1-877-787-0503

CAPTEL®: To reach a CapTel® user,  
dial 1-877-243-2823

SPANISH-TO-SPANISH: 1-800-829-2783

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with Equal Opportunity Programs.



## Voice Relay



## Voice Relay

Voice Relay is an effective service for people who use a standard telephone to communicate with people who are Deaf, Hard of Hearing or Speech Disabled.

When you place a voice call through Wyoming Relay, your side of the conversation is typed by a Communication Assistant (CA) and “relayed” to the person you are calling. The CA then voices typed responses from that person for you to hear.

All calls are completely confidential. It’s a simple and effective method to communicate with friends, family and business people who are important to you. It’s a great way to do business or stay in touch!

**Required Equipment** There is no special equipment needed to make a voice relay call through Wyoming Relay. You can use any type of phone from anywhere.

**Communication Assistant (CA)**  
facilitates communication for most relay calls by typing the voice caller’s side of the conversation and, in turn, voicing the relay user’s side of the conversation.

**Voice User** uses a standard phone to conduct telephone calls through the relay, speaking directly to the other party.

**Relay User** uses specialized equipment to type responses and/or read the voice caller’s side of the conversation.



Connecting you  
with important people  
in your life.

Wyoming Relay is a 24-hour service that allows people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled to communicate with each other via the telephone. Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

# Voice Relay Number: 7-1-1 or 1-800-877-9975



## Making a Call

1. Dial 7-1-1 or the toll-free number for the relay in Wyoming: **1-800-877-9975**.
2. The Communication Assistant (CA) will answer with his/her identification number and ask for the number you wish to call.
3. Provide the area code and telephone number you wish to call—along with any special instructions.
4. Once the call is connected, the CA will voice the responses from the person you have called. You should speak directly and clearly to the person you are calling.
5. Remember, everything you say is being typed word for word. Background noises are also being conveyed in order to keep the Deaf or Hard of Hearing user continually informed throughout the call.
6. When you are finished with your portion of the conversation, say “Go Ahead” or “GA”\* to indicate it is the other person’s turn to respond.
7. To end your call, say “GA to SK” or simply say “Goodbye.”

\*“GA” (means “Go Ahead”) is a term required in relay calls for turn-taking purposes. “GA” ensures that the Deaf, Hard of Hearing or Speech Disabled user and the standard telephone user do not respond at the same time and miss each other’s communication. When you hear “GA,” you will know it is your turn to talk.

## 711: Easy, nationwide access to the relay.

711 is your quick connection to the relay—the national three-digit number for relay access (similar to 411 for information or 911 for emergencies). You can dial 711 anywhere in the U.S.

Note that 711 is set up to transfer your call to the relay service in the state in which you dial.

## Receiving a Relay Call

When you receive a call from a relay user, the CA will identify the relay and ask if you are familiar with relay. The CA will explain the relay process, if appropriate, and will then connect the call. Business owners benefit when they connect with customers who are Deaf, Hard of Hearing or Speech Disabled. When you or your staff pick up the phone and hear: “This is Wyoming Relay,” don’t hang up! Someone important is on the line.

## Tips for Voice Relay Users

- Give the CA as much information as possible at the beginning of your call. This information will help the CA set up and process your call more efficiently, resulting in a smoother and more comfortable connection for you and the person you are calling.
- Along with the phone number of the person you wish to call, you can inform the CA of the type of relay feature that the person you’re calling may use (Voice Carry Over, Hearing Carry Over, etc.).
- Give the CA specific long distance billing information, if applicable.

- Before the CA dials the number you are calling, you may instruct the CA to ask for the person by name, and also to identify you.
- You may request a male or female CA — and as long as one is available, your request will be honored.
- After you are connected to the person you are calling, speak directly to him or her. If you speak in third person (“Tell him I will see him at 2 p.m. ...”) the CA will type exactly what you say. It is more effective to directly say: “I will see you at 2 p.m. ...”
- Say “Go Ahead” or “GA” each time you are finished speaking and then wait a few moments for a response. There may be a slight delay from the time you finish speaking until you hear a response.
- If you need to ask the Deaf or Hard of Hearing user a series of questions, ask them one at a time and then say “GA”, wait for a response, and then ask the next question. This will give the other person a chance to respond to each question and will reduce misunderstandings.
- Because the CA is required to type everything you say verbatim, it’s helpful to speak a bit slower than usual.
- CAs type everything heard, including background noises or side comments.
- CAs will indicate your tone of voice to the other person by typing: (sounds professional), (sounds friendly), (sounds upset), etc.
- Do not attempt to engage the CA in conversation. The CA’s sole function is to facilitate your call—typing everything that you say. Comments that you do not want typed should be avoided.

- Some people who are Deaf or Hard of Hearing use their own speaking voices on relay calls. This is called Voice Carry Over (VCO). When a relay user chooses VCO, you’ll hear that person’s voice throughout the call—and the VCO user will read your responses typed verbatim by the CA.
- Some people who are Speech Disabled may ask the CA to revoice what they have spoken (called Speech-to-Speech or STS), while others who have speech disabilities may type their end of the conversation and the CA will voice for them (called Hearing Carry Over or HCO). Either way, they will hear everything you say directly.
- Talk as long as you want! There is no time limit on calls.
- You may make as many consecutive calls as you wish.
- All relay calls are completely confidential.

## More information on Voice Relay Calls

For more details on Wyoming Relay, visit <http://www.hamiltonrelay.com/traditional/711/voice/index.htm> or contact Wyoming Relay Customer Service: **1-888-694-4450** v/tty.

## 911 Emergency Calls

When making emergency calls, dial **9-1-1** directly without using relay.



## How to connect with Wyoming Relay

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SPEECH-TO-SPEECH: 1-877-787-0503

CAPTEL®: To reach a CapTel user,  
dial 1-877-243-2823

SPANISH: 1-800-829-2783

(includes Spanish-to-Spanish and translation from English-to-Spanish)

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CapTel, marque el  
1-866-217-3362 Español

ESPAÑOL: 1-800-829-2783 Voz/TTY  
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CORREO ELECTRÓNICO: [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)

DEPARTAMENTO DE  
SERVICIO AL CLIENTE: 1-866-744-7471 Español

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Customer Service  
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05HMLT-046R\_WYVCO\_0807



## Voice Carry Over VCO



## Voice Carry Over VCO

**Voice Carry Over (VCO) is an effective service for people who have a hearing loss and who use their voice on the phone.**

VCO users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

With VCO, you won't have to struggle to hear what others say over the phone and you enjoy the freedom of using your own voice.

**Required Equipment** To make a VCO call, you will need either a TTY (text telephone, sometimes called TDD) or a device made specifically for VCO calls. This equipment will allow you to read telephone conversations on a screen and respond using your own voice.

Specialized VCO equipment can be obtained in a variety of ways. The Wyoming Relay Outreach Coordinator will be happy to assist you in locating equipment. For further information, contact Wyoming Relay Customer Service: **1-888-694-4450** Voice or TTY.

**Deaf, Hard of Hearing or Speech Disabled Person** uses specialized equipment to conduct telephone conversations, speaking directly to the other party.

**Communication Assistant (CA)** facilitates the conversation by typing the hearing party's side of the conversation.

**Family, Friends and Businesses** use a standard telephone to communicate freely.



Connecting you  
with important people  
in your life.  
Wyoming Relay is a free,  
24-hour service that  
allows people who are  
Deaf, Hard of Hearing,  
Deaf-Blind or Speech  
Disabled to communicate  
with each other via  
the telephone.  
Through the use of  
specialized equipment,  
relay users communicate  
freely with friends, family  
and businesses who use  
a standard telephone.



# Dedicated VCO Number: 1-877-877-1474



## Customer Profile

A Customer Profile allows you to customize your relay calls. Using a profile can ensure that all calls made and received via relay automatically connect in VCO.

There are a number of benefits when you create a Customer Profile including faster call processing, speed dialing, customized call greeting, improved typing speed, use of abbreviations, selection of long distance carrier, automatic VCO and others.

To create a Customer Profile, visit: <http://www.hamiltonrelay.com/states/wy.htm> or contact Wyoming Relay Customer Service: **1-888-694-4450** Voice or TTY.

## Making a VCO Call

### Making a VCO Call Using a VCO Device

1. Connect to Wyoming Relay by dialing the dedicated toll-free number for VCO: **1-877-877-1474**.
2. After the CA answers with "VCO ON GA,"\* provide the number you wish to call, then say "GA."
3. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.
4. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

Note: Examples of VCO devices include the Ameriphone and Uniphone.

### Making a VCO Call Using a TTY

1. Place your telephone handset on the TTY and dial the dedicated number for Wyoming Relay VCO: **1-800-877-9965**. (If dialing **7-1-1**, you will need to notify the CA that this is a VCO call.)

2. After the CA types: "VCO ON GA," pick up the handset and speak to the CA providing the number for the person you wish to call, followed by "GA." Place the handset onto the TTY immediately after saying "GA."
3. When the CA indicates that the call has connected, pick up the handset and speak to the other person. When you are ready for the other person to respond, say "GA"—and place the handset back on the TTY.
4. The CA types the response of the other person for you to read on your TTY screen. Turn-taking continues in this manner until the call is complete.
5. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

NOTE: If you prefer to keep the handset in one position for speaking rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected to the same line. The handset can remain in one position (either at your ear or holding it as a microphone), allowing you to speak into the phone and read the text with greater convenience.

\*"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

## Receiving a Call as a VCO User

When people want to reach you by phone, they can call through Wyoming Relay by dialing **7-1-1** or the toll-free Voice number: **1-800-877-9975**. If you don't have a Customer Profile, you will need to answer incoming calls in one of two ways:

### Answering Voice First

1. Pick up the handset and say "This is a VCO call GA." (If you are using a TTY without a Y-jack or line splitter, you must put the handset onto the TTY immediately after you say "GA.")
2. The CA will send his/her CA number and gender, followed by "VCO ON GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.

### Answering TTY First

1. Place the handset onto your TTY (unless you are using a VCO device or a Y-jack/line splitter) and type "VCO PLS GA." NOTE: If you have a VCO device, simply press the "VCO MSG" button which sends a recorded VCO prompt.
2. The CA will send his/her CA number and gender, followed by "VCO ON GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.

## 2-Line VCO

This enhanced relay feature offers you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to type the voice of the called party. This service requires two telephone lines. For more information, visit: <http://www.hamiltonrelay.com/traditional/711/2linevco/index.htm>

## More information on VCO Calls

For more details on VCO calls, including how to place VCO-to-TTY, VCO-to-Speech-to-Speech calls, establish call set-up and to benefit from other convenient options, visit <http://www.hamiltonrelay.com/traditional/711/vco/index.htm> or contact Wyoming Relay Customer Service: **1-888-694-4450** Voice or TTY.

## 911 Emergency Calls

In the event of an emergency, call **911** or your local emergency services TTY number directly. Wyoming Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

## Tips for VCO Users

- Do not start speaking to the CA until you see "VCO ON GA" on the screen.
- The CA cannot hear you until the CA turns on the VCO feature. It is very important to wait for the "VCO ON" message.
- The CA turns off VCO while the other party is speaking and will not hear you (the VCO user) until the "GA" is given.
- When connecting with the CA, please do not press any other keys. Doing so will send TTY tones to the CA and may cause confusion about which call method you want to use (TTY or VCO).
- When you are receiving a relay call and do not have a Customer Profile established, the CA is waiting for you to indicate that you wish to use VCO. You can do so by either typing "VCO PLS GA" on your TTY or by pressing the button that will send the message on your VCO device.
- Every time a VCO call is placed, the CA will ask the person being called if he/she is familiar with Voice Carry Over. If the person is not, the CA will explain how VCO works before the call begins.



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## Hearing Carry Over HCO



## Hearing Carry Over HCO

**Hearing Carry Over (HCO) is an effective service for people who have difficulty speaking and who are able to hear on the phone.**

HCO users can listen directly to the person on the other end of the phone and, through specialized equipment, type their responses to a Communication Assistant who voices those responses to the other party.

With HCO, you won't have to worry about whether your responses are being understood and you enjoy the freedom of using your own hearing while borrowing our voice.

**Required Equipment** To make an HCO call, you will need a TTY (text telephone, sometimes called TDD). This equipment will allow you to type your responses on a keyboard while listening directly to the other party.

Specialized HCO equipment can be obtained in a variety of ways. The Wyoming Relay Outreach Coordinator will be happy to assist you in locating equipment. Contact Wyoming Relay Customer Service: **1.888.694.4450 v/tty.**

**Speech Disabled Person** uses specialized equipment to conduct telephone conversations, listening to the other party and typing responses.

**Communication Assistant (CA)** facilitates the conversation by voicing what the text user types to the other party.

**Family, Friends and Businesses** use a standard telephone to communicate freely.



Connecting you  
with important people  
in your life.

Wyoming Relay is a  
24-hour service that  
allows people who  
are Deaf, Hard of Hearing,  
Deaf-Blind or Speech  
Disabled to communicate  
via the telephone.  
Through the use of  
specialized equipment,  
relay users communicate  
freely with friends, family  
and businesses who use a  
standard telephone.

Dial: 7-1-1 or 1.800.877.9965



## Customer Profile

A Customer Profile allows you to customize your relay calls. Your profile ensures that all calls made and received via relay automatically connect in HCO mode.

There are a number of benefits to creating a Customer Profile including faster call processing, speed dialing, customized call greeting, use of abbreviations, selection of long distance carrier, and automatic HCO.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/wy.htm>  
or contact Wyoming Relay Customer Service:  
**1.888.694.4450** v/tty.

## Making an HCO Call

### Making an HCO Call Using a TTY

1. Dial **7-1-1** or the toll-free number for Wyoming Relay: **1.800.877.9965**.
2. When the Communication Assistant (CA) answers, type: "HCO PLS GA."\* (NOTE: Having automatic HCO set up in your Customer Profile eliminates this step.)
3. After the CA types, "HCO ON GA," type to the CA the number for the person you wish to call, followed by "GA." Be ready to listen to the voice of the person on the other end.
4. The CA voices what you type to the other person. Turn-taking continues in this manner until the call is complete.

\*"GA" ("Go Ahead") is a term required on HCO calls for turn-taking purposes. "GA" ensures that the HCO user and the standard telephone user do not respond at the same time and miss each other's communication. When you see "GA," you will know it is your turn. The same is true for the CA (before and after the call) and the standard telephone user. "GA" is the standard way for either caller and the CA to indicate they are done conversing for the moment.

## Receiving a Call as an HCO User

When people want to reach you by phone, they can call through Wyoming Relay by dialing **7-1-1** or the voice number: **1.800.877.9975**. If you have created a Customer Profile, calls you receive through the relay will automatically be processed as HCO calls.

If you don't have a Customer Profile, you will need to answer incoming calls in the following way:

- Connect your TTY and type a message that says: "HCO PLS GA." The CA will then connect Hearing Carry Over and type: "HCO ON GA." Your call can then proceed as usual.

Wyoming Relay can also facilitate calls for HCO users who want to contact TTY users. To make an HCO to TTY call, dial the relay and inform the CA that you are calling a TTY user. Once the call is connected, you will be able to listen just as you would on a regular HCO call, and type your response directly to the TTY user.

## 2-Line HCO

This enhanced relay feature gives you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to voice the typing of the HCO user. This service requires two telephone lines, allowing for more natural conversations. For more information, visit:  
<http://www.hamiltonrelay.com/traditional/711/2linehco/index.htm>

## More information on HCO Calls

For more details on HCO calls, including how to place HCO to TTY and HCO to Speech-to-Speech calls, visit <http://www.hamiltonrelay.com/traditional/711/hco/index.htm> or contact Wyoming Relay Customer Service.

## 911 Emergency Calls

When making emergency calls, dial **9-1-1** directly without using relay.

## Tips for HCO Users

- Do not start typing until you see "HCO ON GA" on the screen or until you hear the CA indicate that Hearing Carry Over has been activated.
- Once the call is connected, everyone on the call will be able to hear each other.
- Type "GA" each time you are finished typing and are ready for a response.
- You may make as many consecutive calls as you wish.
- When you are receiving a relay call and do not have a Customer Profile established, the CA is waiting for you to indicate that this is an HCO call. You can do so by typing "HCO PLS GA" on your TTY.
- Every time an HCO call is placed, the CA will ask the person being called if he/she is familiar with Hearing Carry Over. If the person is not, the CA will explain how HCO works before the call begins.



## How to connect with Wyoming Relay

To place a call through Wyoming Relay Service, simply dial 7-1-1. Or call one of the toll-free numbers below:

TTY/ASCII: 1-800-877-9965

VOICE: 1-800-877-9975

VOICE CARRY OVER (VCO): 1-877-877-1474

SPEECH-TO-SPEECH: 1-877-787-0503

CAPTEL®: To reach a CapTel® user,  
dial 1-877-243-2823

SPANISH-TO-SPANISH: 1-800-829-2783

(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente de Wyoming Relay para obtener más información sobre la repetición telefónica en español:

CAPTEL®: Para ponerse en contacto con un usuario de CapTel, marque el 1-866-217-3362 Español

ESPAÑOL A ESPAÑOL: 1-800-829-2783 Voz/TTY  
(incluye Español a Español y la traducción del inglés al Español)

FAX: 1-608-827-0402 Español

CORREO ELECTRÓNICO: [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)

DEPARTAMENTO DE

SERVICIO AL CLIENTE: 1-866-744-7471 Español

If you have suggestions, questions or concerns, contact:

Wyoming Relay  
Customer Service  
P.O. Box 285

Aurora, NE 68818

VOICE/TTY: 1-888-694-4450

FAX: 1-402-694-5110

E-MAIL: [wymail@hamiltonrelay.com](mailto:wymail@hamiltonrelay.com)

Wyoming Relay is powered by Hamilton Relay of Aurora, Nebraska—a national leader in providing high quality relay services for people who are Deaf, Hard of Hearing or Speech Disabled. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants.

CapTel® is a registered trademark of Ultratec, Inc.

A program of the Department  
of Workforce Services.  
An Equal Opportunity Employer  
with Equal Opportunity Programs.



## Speech-To-Speech



## Speech-To-Speech

**Speech-to-Speech (STS) is a relay service for people who have a difficult time speaking or being understood on the phone.**

Speech-to-Speech relay utilizes specially trained Communication Assistants (CAs) who are familiar with a wide variety of speech patterns of callers who may have cerebral palsy, stroke complications, voice disorders or other speech disabilities.

The CA revoices the STS user's side of the conversation as needed, so both relay users no longer have to worry if both sides of the conversation are being understood.

**Required Equipment** There is no special telephone equipment needed for Speech-to-Speech calls since you can use your own voice or voice synthesizer to speak to the person on the other end of the call.

**Family, Friends and Businesses** use a standard telephone to communicate freely.

**Communication Assistant (CA)** specially trained in a variety of speech patterns, facilitates the conversation by revoicing as needed or as directed.

**Speech Disabled Person** uses a standard phone to conduct telephone conversations, speaking directly to the other party.



Connecting you  
with important people  
in your life.

Wyoming Relay is a 24-hour service that allows people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled to communicate with each other via the telephone. Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.



# Dedicated Speech-To-Speech Number: 1-877-787-0503



## Customer Profile

Since you dial a designated Speech-to-Speech number to place a call, your call is already identified as an STS call. There are many additional benefits to creating a customer profile including faster call processing, speed dialing, customized greeting, selection of long distance carrier and others.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/wy.htm>  
or contact Wyoming Relay Customer Service:  
**1-888-694-4450** v/tty.

## Making a Speech-to-Speech Call

- Dial the toll-free Speech-to-Speech number for Wyoming Relay: **1-877-787-0503**.
- Give the Speech-to-Speech Communication Assistant (CA) the number you wish to call, plus any special instructions.
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you want before the call is placed. If you reach an answering machine, the CA will get your full message and then call back to leave that message.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.

- The CA will work closely with you to ensure your entire conversation is understood by revoicing your part of the conversation as you request.
- The CA will revoice three- or four-word segments unless you request otherwise.
- The CA will clarify anything that is not clear before revoicing.
- It is helpful if you pause while the CA revoices.
- Take your time. There is no time limit for your calls.
- You or the person you are talking with may request that the CA remain in the background. This option is especially beneficial when calling family, friends or others who are more familiar with your speech. If you need the CA to begin revoicing at any time during the call, you may request the CA to do so.
- Say “Go Ahead” or “GA”\* each time you are finished speaking and are ready for a response.
- The call will proceed in this manner until you complete the call.
- You may make as many consecutive calls as you want.
- You are in charge of your call. You may request a male or female CA—and as long as one is available, your request will be honored.

\*“GA” (means “Go Ahead”) is a term required in relay calls for turn-taking purposes. “GA” ensures that the Deaf, Hard of Hearing or Speech Disabled user and the standard telephone user do not respond at the same time and miss each other’s communication. When you hear “GA,” you will know it is your turn to talk.

## Voice Carry Over/ Speech-to-Speech (VCO/STS)

VCO/STS is designed for people who are Hard of Hearing or Deaf and have a speech disability. The relay user can make or receive phone calls using his or her own voice or voice synthesizer, and read everything said by the voice caller on a text telephone (TTY) or VCO device.

## To make a VCO/STS relay call:

Making a VCO/STS is similar to making a standard Speech-to-Speech call with these special differences:

- Dial the Speech-to-Speech number for Wyoming Relay using your TTY or VCO phone: **1-877-787-0503**.
- Request VCO or complete a VCO profile with Customer Service.
- After the CA acknowledges that VCO is on, give the CA the number you wish to call plus any special instructions.
- The STS CA will type to you and ask if you are familiar with STS. The CA will explain if necessary.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- When you see “GA” from the CA, say your first phrase or sentence followed by “Go Ahead.”

- The CA will type what you said back to you adding “CORRECT QQ GA” at the end of the phrase or sentence. If you say “Yes,GA,” the CA will type “(REVOICING NOW...)” and revoice your entire phrase or sentence to the person you are calling.
- The CA will type the response of the standard telephone user back to you.
- The call will proceed in this manner until you complete the call.

## 911 Emergency Calls

When making emergency calls, dial **9-1-1** directly without using relay.

## More information on Speech-to-Speech Calls

For more details on Speech-to-Speech calls, including how to place VCO to Speech-to-Speech calls and convenient options available, visit <http://www.hamiltonrelay.com/traditional/711/speechofspeech/index.htm> or contact Wyoming Relay Customer Service: **1-888-694-4450** v/tty.



## How to connect with Wyoming Relay

To place a call through Wyoming Relay Service, simply dial 7-1-1. Or call one of the toll free numbers below:

TTY/ASCII: 1.800.877.9965

VOICE: 1.800.877.9975

SPEECH-TO-SPEECH: 1.877.787.0503

VOICE CARRY OVER (VCO): 1.877.877.1474

CAPTEL™: To reach a CapTel™ user,  
dial 1.877.243.2823

SPANISH-TO-SPANISH: 1.800.829.2783

(includes Spanish-to-Spanish and translation from English to Spanish)

For complete instruction on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com). Or call Wyoming Relay Customer Service at 1.888.694.4450 and a customer service representative will be happy to help you.

Póngase en contacto con el Departamento de Servicio al Cliente de Wyoming Relay para obtener más información sobre la repetición telefónica en español:

ESPAÑOL A ESPAÑOL: 1.800.829.2783

(Incluye español a español y la traducción del inglés al español)

If you have suggestions, questions or concerns, contact Wyoming Relay Customer Service at:

Hamilton Relay

P.O. Box 285

Aurora, NE 68818

VOICE/TTY: 1.888.694.4450

FAX: 402.694.5110

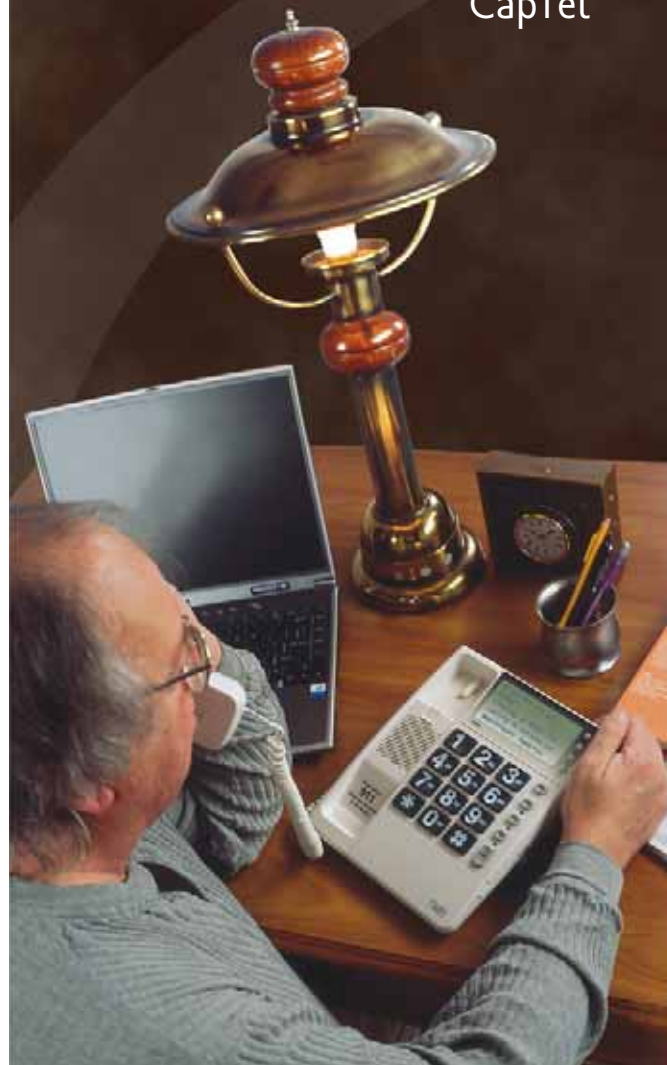
E-MAIL: [wyrelay@hamiltonrelay.com](mailto:wyrelay@hamiltonrelay.com)

Wyoming Relay is powered by Hamilton Relay of Aurora, Nebraska—a national leader in providing high quality relay services for people who are Deaf, Hard of Hearing or Speech Impaired. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants.

A program of the Department  
of Workforce Services.  
An Equal Opportunity Employer  
with Equal Opportunity Programs.



## Captioned Telephone CapTel™



## Captioned Telephone CapTel™



**CapTel™ greatly benefits people who have understandable speech and some degree of hearing loss.**

CapTel is especially helpful for:

- People who have a hearing loss and find it difficult to understand telephone conversations
- People who use hearing aids or assistive listening devices
- People who are Deaf or Hard of Hearing with understandable speech

CapTel allows the user to receive voice and text in real time through specialized equipment. With CapTel, you won't have to struggle to hear what others say on the phone. You have the opportunity to supplement your residual hearing by viewing captions on your phone's screen for added clarity. You also enjoy the freedom of using your own voice during phone conversations. CapTel is truly an interactive calling experience!

**Required Equipment** To make a CapTel call, you will need a Captioned Telephone. This unique equipment allows you to simultaneously read telephone conversations on a screen and respond using your own voice.

The Wyoming Relay Outreach Coordinator will be happy to assist you in obtaining equipment. Contact Wyoming Relay Customer Service: **1.888.694.4450 v/tty.**

**CapTel User** uses a special telephone that includes a screen which displays text of the other party's conversation. The user has the opportunity to both hear and read the other party's conversation.

**Captioning Center Operator** converts everything the standard phone user says into written text.

**Family, Friends and Businesses** use a standard telephone to communicate freely.



Connecting you  
with important people  
in your life.

Wyoming Relay is a  
24-hour service that  
allows people who  
are Deaf, Hard of Hearing,  
Deaf-Blind or Speech  
Disabled to communicate  
via the telephone.  
Through the use of  
specialized equipment,  
relay users communicate  
freely with friends, family  
and businesses who use a  
standard telephone.

# To Reach a CapTel™ User Dial: 1.877.243.2823



## How CapTel™ Works

Using a CapTel phone is very much like using a standard telephone. You dial the number of the person you are calling directly. As you dial, the CapTel phone automatically connects to the captioning call center.

When the other party answers, you have access to everything the caller says. Behind the scenes, a specially trained operator at the captioning call center converts everything the other party says into written text. This text appears on a bright, easy-to-read display screen built into your CapTel phone.

The captions appear with just a slight delay after the spoken word, allowing you to understand everything that is said—either by hearing it or reading it.

## Making a CapTel Call

- Dial the number of the person you are calling directly.
- When the other party answers, you will hear the caller’s voice and receive captions almost simultaneously.
- Conduct your conversation as you would on a standard telephone.
- When you are done with the call, simply hang up the phone.

## Receiving a CapTel Call as a CapTel User

- When your CapTel phone rings, simply answer the phone and captions will appear shortly thereafter.
- Captions are not displayed if the call has not been routed through the CapTel call center.

## Calling a CapTel User

- Dial toll free **1.877.243.2823**.
- Following the recorded prompt, dial the CapTel user’s area code and phone number.
- Your call will be immediately connected.

## Receiving a Call from a CapTel User

- There may be a slight delay in the CapTel user’s response as they read captions.

## 2-Line CapTel

This exciting service, which requires two telephone lines, provides advanced features not available with 1-Line CapTel. For a comparison of features, please refer to the chart in this brochure.

	1-Line CapTel	2-Line CapTel
Number of Lines	Requires one standard (analog) telephone line.	Requires two standard (analog) telephone lines.
How Calls are Managed	Spoken conversation and captions provided through one telephone line.	Spoken conversation is provided on one line; captions provided on the second line.
Captioning	Captions must be turned on prior to dialing the number to call. A red light indicates that captions are “on.”	Captions can be turned on or off at any point in the conversation.
Outgoing Calls	Outgoing calls are automatically routed through the CapTel call center.	Both incoming and outgoing calls are automatically routed through the CapTel call center.
Calling a CapTel User	People calling the CapTel user must first dial the toll-free number for CapTel; then dial the CapTel user’s phone number when prompted.	People calling the CapTel user dial that person’s number directly.
Calling Features	Call-waiting and automatic call back (*69) not available.	Call-waiting and automatic call back (*69) can be used.
911/711 Calls	911 and 711 calls are processed as Voice Carry Over (VCO) calls. CapTel users cannot hear the 911 operator or Communication Assistant (CA) as they read captions and must take turns speaking using “Go Ahead” or “GA.”	911 and 711 calls are captioned through the CapTel call center. Spoken conversation is received through one line, while captions are provided through the second line.



## Cómo conectarse con el Relvo de Wyoming

Para hacer una llamada del Relvo de Wyoming, llame a uno de los números gratuitos de abajo:

**ESPAÑOL:** 1-800-829-2783  
(incluye español a español y la traducción del inglés al español)

**CAPTEL®:** Para comunicarse con un usuario de CapTel, marque 1-866-217-3362 Español

**DEPARTAMENTO DE SERVICIO AL CLIENTE:** 1-866-744-7471 Español  
**CORREO ELECTRÓNICO:** spanish@hamiltonrelay.com

Para obtener instrucciones completas sobre la manera de hacer cualquier tipo de llamada de relevo visite [www.hamiltonrelay.com](http://www.hamiltonrelay.com). O llame al Departamento de Servicio al Cliente del Relvo de Wyoming al 1-866-744-7471 y un representante de servicio al cliente estará encantado de ayudarle.

Si tiene sugerencias, comentarios o inquietudes por favor póngase en contacto con el Departamento de Servicio al Cliente del Relvo de Wyoming usando la información de contacto de abajo:

**Departamento de Servicio al Cliente del Relvo de Wyoming**  
P.O. Box 285  
Aurora, NE 68818

1-866-744-7471 Español  
**FAX:** 1-608-827-0402 Español  
**CORREO ELECTRÓNICO:** spanish@hamiltonrelay.com

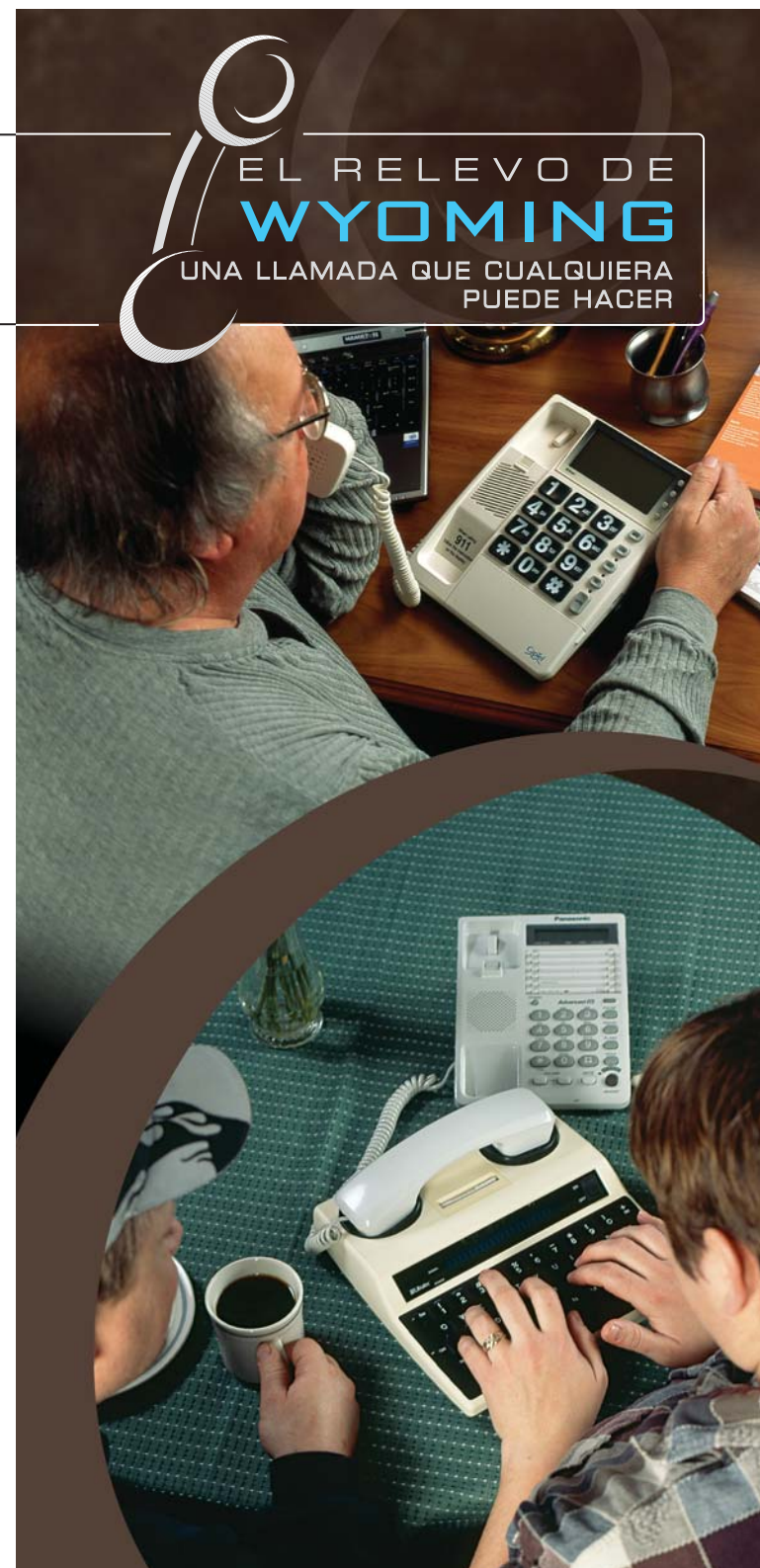
El Relvo de Wyoming es un servicio ofrecido por el Relvo de Hamilton de Aurora, Nebraska, un líder nacional en la prestación de servicios de relevo telefónico de alta calidad para personas sordas, o con problemas auditivos o del habla. El Relvo de Hamilton ha estado ofreciendo servicios de relevo telefónico desde 1991 y ha desarrollado una reputación como proveedora de un servicio al cliente excepcional, una tecnología confiable, educación esencial en el campo del relevo telefónico y asistentes de comunicación profesionales.

CapTel® es una marca registrada de Ultratec, Inc.

Un programa del Departamento de Servicios Laborales. Un Empleador Participante en los Programas de Igualdad de Oportunidades.



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## EL RELEVO DE WYOMING:

### Conectándolo con personas importantes en su vida



El Relvo de Wyoming es un servicio gratuito disponible las 24 horas, que permite que las personas sordas, con problemas auditivos, sordas-ciegas o con problemas del habla se comuniquen por teléfono. Mediante el uso de equipo especializado, los usuarios del relevo telefónico se comunican libremente con amigos, familiares o empresas que usen un teléfono normal.

Cuando se hace una llamada por medio del Relvo de Wyoming, un asistente de comunicación facilitará la llamada. Usando un teléfono TTY (llamado también un teléfono TDD o un teléfono de texto), las personas que no oyen y/o hablan escriben su conversación y el asistente de comunicación comunica verbalmente lo que se escribe. Cuando el usuario que está usando un teléfono convencional responde, el asistente de comunicación escribe todo lo que oye. Los asistentes de comunicación actúan como un vínculo invisible entre las dos personas.

Se mantiene la estricta confidencialidad de todas las llamadas. Los asistentes de comunicación no hacen comentarios ni responden preguntas sobre la conversación, ni se involucran de cualquier otra manera. Como lo exige la ley, los empleados del relevo telefónico no pueden divulgar información proveniente de una conversación de relevo telefónico ni se guarda registro alguno de las conversaciones.

#### Acceso y Cargos

Conéctese con el relevo telefónico llamando al número gratuito (enumerados en el panel trasero). El Relvo de Wyoming se encuentra disponible 24 horas al día, 7 días a la semana, sin restricciones en cuanto a la duración o el número de las llamadas hechas. Los cargos de larga distancia son aplicables a todas las llamadas de larga distancia. Si no se especifica un servicio de larga distancia Sprint procesará las llamadas de larga distancia.

**Los familiares, los amigos y las empresas** usan un teléfono convencional para comunicarse libremente.

**Las personas sordas, o con problemas auditivos o del habla,** usan un equipo especializado para las conversaciones telefónicas.



**El asistente de comunicación** facilita la conversación alternando entre voz y texto.





# EL RELEVO DE WYOMING:

## Opciones diseñadas para conectarlo de la mejor manera posible



### El Relevo de Wyoming ofrece diversas opciones de conexión:

**TTY (Teléfono de Texto)** El relevo telefónico tradicional es un gran servicio para las personas que usan un teléfono TTY, ya que pueden escribir su parte de la conversación y leer las respuestas de la otra persona.

**Voice Carry Over (VCO)** Un servicio efectivo para las personas con una pérdida auditiva que usan su voz para hablar por teléfono. Los usuarios hablan directamente con la persona que están llamando y leen lo que dice la otra persona usando un equipo especializado.

**Hearing Carry Over (HCO)** Un servicio confiable para las personas con discapacidades del habla. Los usuarios oyen directamente a la persona que están llamando y escriben sus respuestas para la otra persona usando un equipo especializado.

**Speech-to-Speech** Un servicio que es particularmente beneficioso para las personas que oyen y tienen un trastorno del habla. El usuario del servicio Speech-to-Speech determina el nivel de servicio con el asistente de comunicación, el cual puede incluir la repetición y aclaración.

**Captioned Telephone (CapTel®)** Un servicio increíble para las personas con un habla clara, pero con cierto grado de pérdida auditiva. El servicio CapTel le permite al usuario recibir voz y texto en tiempo real usando un equipo especializado.

**Spanish** El relevo telefónico Español a Español es un servicio útil para las personas que usan un teléfono de TTY en el idioma español, facilita las llamadas en español hablado y escrito. El relevo telefónico de inglés a español facilita las llamadas en español verbal y escrito.

El Relevo de Wyoming ofrece el sistema del Relevo en español para llamadas en las cuales ambas partes hablen español. Para usar el sistema del Relevo en español del Relevo de Wyoming, marque el **1-800-829-2783** TTY/Voz.

### Información adicional sobre el Relevo de Wyoming:

**Perfiles de Cliente** Se pueden fijar preferencias automáticas para el tipo de llamada de los números de discado rápido del servicio de larga distancia y otra información que le permite al asistente de comunicación conectar su llamada con rapidez y exactitud.

**Opciones Adicionales de Conexión** Incluyendo Turbo Code, ASCII y voz.

**Distribución de Equipos.** El estado de Wyoming provee equipos especializados, incluyendo lo siguiente:

- Teléfonos amplificados
- Teléfonos TTY (teléfonos de texto)
- Dispositivos Voice Carry Over (VCO)
- Dispositivos de señalización telefónica
- CapTel

Para determinar la elegibilidad, use la siguiente información de contacto:

**El Relevo de Wyoming**  
851 Werner Court, Suite 120  
Casper, WY 82601  
Voz/TTY: 1-800-452-1408  
Fax: 1-307-472-5601  
Correo electrónico: [lciceli@state.wy.us](mailto:lciceli@state.wy.us)  
Sitio web: [http://wyomingworkforce.org/how/vr\\_wyrds.aspx](http://wyomingworkforce.org/how/vr_wyrds.aspx)

**Teléfonos Públicos** La Comisión Federal de Comunicaciones ordenó que todas las llamadas de relevo locales hechas desde un teléfono público sean gratuitas. Simplemente marque el número gratuito para hacer una llamada de relevo. Cuando haga una llamada de larga distancia desde un teléfono público al asistente de comunicación se le deberá proveer una forma de pago para la llamada (por ejemplo una tarjeta telefónica). No se pueden usar monedas para una llamada de relevo de larga distancia desde un teléfono público.

**Llamadas de Emergencia** En caso de una emergencia, llame al número TTY de los servicios de emergencia locales. El Relevo de Wyoming hará todo lo posible para ayudarlo en una emergencia. Tome en cuenta que los centros de relevo telefónico no son centros 911 y no asumen la responsabilidad por las llamadas.

**Cumplidos, Inquietudes o Quejas** Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Wyoming (véase el recuadro de atrás). Además, la Comisión Federal de Comunicaciones se encuentra disponible para servirle en relación con las cuestiones concernientes al relevo.

Visite [www.fcc.gov/cgb/complaints.html](http://www.fcc.gov/cgb/complaints.html)

**No cuelgue.** Cuando descuelgue el teléfono y oiga "Este es el Relevo de Wyoming ..." no cuelgue. No es un vendedor por teléfono. Es un cliente, socio comercial o conocido que quiere hablar con usted.

